

Customer Service Manual



ViafieldTM
Growing Opportunity.



Welcome,

You are in proud possession of a Viafield Customer Service Manual (Blue Book). This manual will serve as a survival guide behind the counter and point of reference for cooperative related questions. It is divided into eight key sections:

- Accounting
- AgriCommodities
- Agronomy
- Customer Service Info & Misc
- Feed
- Grain & Trucking
- Energy
- Human Resources.

This Customer Service Manual is a dynamic document, and changes will be made as the need arises.

Please take a look. Reference it as much as you see fit. An online version of this book can be found under the team member section at www.viafield.com/documents. Also if you have suggestions of additions or changes to this manual please reach out to Tom Murray at 641.756.3611.

Thank you in advance for your help to make this a valuable tool for each Viafield location.

Sincerely,

The Customer Service Committee
Viafield

Viafield Promise

We promise to provide innovative products and dependable service to help our customers exceed their potential!

Viafield Location Contacts

Kent Appler	CEO	563-380-5101	Bill Hayes	Feed	563-426-5566
Steve Bodensteiner	CFO	641-330-9345	Brad Foster	Grain	641-420-5685
Warren Fisk	COO	515-341-2013	Mike Kuboushek	Energy	563-380-6156
Rick Davis	East Operations	563-419-9655	Mike Harden	Agronomy	641-330-0789
Troy Cummins	Operations	641-430-6358	Tom Murray	Communications	641-756-3611
Anne Benning	Human Resources	641-330-8108			

Location	Address	City	State	Zip	Location Team Leader	Phone	Phone	Fax
Arlington	291 South Main	Arlington	IA	50606	Duane Horn	563-633-3415	800-632-5963	563-633-3417
Carpenter	PO Box 36 211 William St	Carpenter	IA	50426	Darwin Tabbert	641-736-4818	641-324-1196	
Clermont	806 Mill Street - PO box 269	Clermont	IA	52135	Lonny Johansen	563-423-5293	888-788-7671	563-423-5295
Clermont Agron	807 Mill Street	Clermont	IA	52135	Lonny Johansen	563-423-5201		563-423-7070
Elgin	PO Box 196, 1002 Main Street	Elgin	IA	52141	Dan Becker	563-426-5566		563-426-5252
Grafton Agron	3989 Warbler Ave	Grafton	IA	50440		641-748-2786		641-748-2781
Grafton Grain	208 3rd St	Grafton	IA	50440	Dave Feldt	641-748-2291		
Lamont	PO Box 90, 610 Warner Street	Lamont	IA	50650	Duane Horn	563-924-2171	800-388-5238	563-924-2149
London, MN	11801 903rd Ave	London	MN	56036	Darwin Tabbert	507-325-4669		
Manly	855 N Grant St	Manly	IA	50456	Clifton Davis	641-454-2282		
Marble Rock	PO Box 38 533 Bradford St	Marble Rock	IA	50653	Mike Katcher	641-315-2515	800-992-2516	641-315-2517
MR Dry Terminal	533 Bradford St	Marble Rock	IA	50653	Bob Folkerts	319-239-3581		641-315-2519
Maynard	135 4th St. N - PO Box 215	Maynard	IA	50655	Kent Halverson	563-637-2285	800-632-5903	563-637-2288
Myrtle, MN	101 Railroad Ave	Myrtle	MN	56036	Darwin Tabbert	507-448-0016		
Napa Auto Parts	3090 Hwy 14	Greene	IA	50636	Dan Shreve	641-816-5566	800-675-3751	641-816-5566
Northwood	PO Box 227 207 14th St N	Northwood	IA	50459	Brian Waller	641-324-2753	888-324-2753	641-324-2765
Northwood Agron	316 16th St N	Northwood	IA	50459	Terry Mayer	641-324-1831	877-324-1831	641-324-1832
Randalia	15081 O Ave.	Randalia	IA	52164	Chad Halverson	563-428-4411	800-436-2448	563-428-4412
Rockford	804 1st Ave NW	Rockford	IA	50468	Lyle Chambers	641-756-3611	800-305-2667	641-756-2372
Rudd	504 5th St	Rudd	IA	50471	Lenny O'Brien	641-395-2271	888-870-8950	641-395-2275
Sumner	24932 150th Street	Sumner	IA	50674	Wendal Kueker	563-578-3214		563-578-3215
Trucking Logistics	PO Box 36 211 William St	Carpenter	IA	50426	Dave Feldt	641-420-7321	641-736-4818	
Truck Shop Office	855 N Grant St	Manly	IA	50456	Tim Akemann	641-903-7342		
Volga	PO Box 107, 200 Laysatte Street	Volga	IA	52077	Duane Horn	563-767-2475	800-762-8458	563-767-2065
Valley "C" Store	74 Mill Street	Clermont	IA	52135	Vickie Chicken	563-423-5505		
Valley Hardware	807 Mill Street	Clermont	IA	52135	Art Messler	563-423-5296	563-423-5297	563-423-7070
Winthrop	PO Box 127, 154 West Madison	Winthrop	IA	50682	Charlie Hamilton	319-935-3336		319-935-3316



Vehicle Fuel Log

Location: _____

Month of: _____

[illegible]



Transfer of Ownership Form

I, _____,

request the transfer of _____

bushels of _____ to _____

(Team Member Signature)

(Signature of Producer)

(Date)



Offering: Farm Marketing, Insurance, and Brokerage Services

Cash Sales	Options
Basis Contracts	Futures
Hedge to Arrive Contracts	Crop Insurance
Cash Contracts	Multi-peril
Hedging	Hail

Agri-Commodities Services L.L.C. is committed to serving operations of all sizes to help manage risk and increase their bottom line.

We provide marketing expertise to work together with producers in making sound and profitable marketing decisions.

Call Rich Bishop at 563-637-2285 for details. For the online version visit <http://www.viafield.com/agricommodities>.

135 4th St. N – PO Box 215
Maynard, Iowa 50655
Email: rbishop@viafield.com

Customer Service Manual

About Viafield Agronomy

Viafield's educated Agronomy force partnered with Winfield™ Solutions, Monsanto, NK® Syngenta, and Mycogen® to help you, the producer get the most return on every acre. Utilizing today's technologies, the Agronomy Team is efficient and effective in increasing yields for our customers. Our team believes strongly in producers protecting their crop investments. We offer a variety of AgriSolutions™ crop protection products that we at Viafield stand behind. In addition, we have partnerships with the following organizations to provide you with chemicals: Monsanto, ©Dow Agri-Sciences, BASF, Syngenta and Bayer.

The Agronomy Team comes well equipped to serve all of your needs. A team of 10 Agronomy Account Relationship Managers, 17 Customer Application Operators, and four Agronomy Operations personnel, make up the Agronomy Division. For more information on Viafield Agronomy Team please contact Mike Harden, the Agronomy Business Team Leader, at 641.330.0789

Agronomy Account Relationship Managers

Dave Adams - [Arlington](#) - 563-633-3415

Gary Benson - [Arlington](#) - 563-633-3415

Kassie Billerbeck - [Arlington](#) - 563-380-8952

John Swehla - [Clermont](#) - 563-423-5297

Lonny Johansen - [Clermont](#) - 563-423-5297

Bryan Koster - [Manly](#) - 641-381-0071

Dominic Vance - [Marble Rock](#) - 641-330-7245

John Julseth - [Northwood](#) - 641-324-2753

Scott Girdler - [Randalia](#) - 563-380-1953

Kennon Gumm - [Randalia](#) - 563- 419-9528

Feed

The Viafield Feed Team can help you develop a feeding program to meet your growth and production goals for almost any animal you raise – beef, dairy, swine, horses, cats, dogs, rabbits, poultry, goats and even some exotic species. Through our partnership with Land O'Lakes® Purina Feed, our standard products and custom feeds include the research-proven and field tested products and technologies listed below.

BEEF	DAIRY	SWINE
<ul style="list-style-type: none"> Rangeland® minerals & tubs Steak Maker® feedlot supplements QLF liquid feeds Accuration® finisher with Intake Modifying® Technology ProPhos blocks <p>Contact: Mike Kirby- 563-419-9522</p>	<ul style="list-style-type: none"> Cow's Match®, Cornerstone®, and Maxi Care Plus milk replacers Future Cow® and Cornerstone Starters with AMPL-Calf® Technology Land O Lakes® Calf Care products Including Gammulin, Insure and Electrolytes Propel® Energy Nugget Rally® Dairy Feed MetaPro® Nutrition <p>Contacts: Lynn Bleuer-563-650-1983 Dan Franzen- 563-380-7473</p>	<ul style="list-style-type: none"> UltraCare® Gel pre-starter feed & sow products EcoCare® Feed improves clean up in swine barns True Appetizer™ feed for increased Intake in the summer PUSH® sow feed <p>Contacts: Jerry Cole- 563-920-7481 Steve Woods- 563-380-4379</p>
HORSE	DOG & CAT	SHOW, POULTRY, RABBIT
<ul style="list-style-type: none"> Equine family of complete feeds for every stage of your horse's life – the hay is built in Purina Strategy® pelleted feed Omolene® feeds for every stage of your horse's life <p>Contact: Erika Brincks- 563-423-5293 Bill Hayes- 563-426-5566</p>	<ul style="list-style-type: none"> Exclusive® pet foods for every stage of your dog's or cat's life Red Flannel® pet foods Country Acres® cat food Happy Hound® biscuits <p>Contact: Erika Brincks- 563-423-5293 Bill Hayes- 563-426-5566</p>	<ul style="list-style-type: none"> Honor® Show Chows High Octane® show supplements Home Grown® poultry feeds Purina Natural Advantage® Rabbit Chow Goat mineral and milk replacer <p>Contact: Erika Brincks- 563-423-5293 Bill Hayes- 563-426-5566</p>

In addition, we also carry some Hubbard, Hormel and Kent products.

Viafield Feed: Delivering on the Viafield Promise with local mills supported by the world's most advanced animal nutrition research.

Grain

With a total capacity of 26 million bushels of grain, and access to four railroads (Iowa Northern, Canadian Pacific, Union Pacific, and the Canadian Northern), Viafield can now reach into several new markets.

New risk management strategies are something your cooperative is extremely proud of. Viafield has partnered with FCStone® and the Cooperative Finance Association, Inc. to bring producers new ideas and strategies to help secure profits and get the most return on every acre. The table shows Viafield's storage capacity, by location, and the risk management strategies offered.

GRAIN STORAGE		RISK MANAGEMENT
Arlington	1,500,000 bushels	<ul style="list-style-type: none"> FCStone® Revenue Floor FCStone® Seasonal Weekly Put FCStone® Guaranteed Quantity Accumulator Input finance program through the Cooperative Finance Association, Inc.
Carpenter	731,000 bushels	
Clermont	364,000 bushels	
Elgin	1,044,000 bushels	
Grafton	1,173,000 bushels	
Lamont	700,000 bushels	
London	1,100,000 bushels	
Manly	3,000,000 bushels	
Marble Rock	2,600,000 bushels	
Maynard	2,106,000 bushels	
Myrtle	920,000 bushels	
Northwood	2,960,000 bushels	
Randalia	Agronomy Location	
Rockford	1,500,000 bushels	
Rudd	2,325,000 bushels	
Sumner	1,685,000 bushels	
Volga	90,000 bushels	

Viafield List of Products and Services

At Viafield we offer a wide spectrum of products and services. We have partnered with some well established brands to bring you - our producers and customers - products we stand behind. These products help us stay true to our brand promise. We promise to provide innovative products and dependable service to help you meet and exceed your potential.

Agronomy

It is the Agronomy Team's goal to help producers get the most return on every acre. To aid in this goal, partnerships with Winfield Solutions™, Monsanto, NK® Syngenta and Mycogen® have been formed. Although increasing yields is always the focus, the Agronomy Team realizes that crop protection plays an equally important role in a producer's successful operation. Viafield offers a variety of crop protection products from Agri-Solutions™. Below are the products and services the Agronomy Team at Viafield offers. If you have any questions on these products or services please contact Mike Harden, Agronomy Business Team Leader, at 641-330-0789. Or contact one of our Agronomy Account Relationship Managers today.

CROP NUTRIENTS	CROP PROTECTION	SEED	SERVICES
<ul style="list-style-type: none">• 82-0-0• 32-0-0• 46-0-0• 11-52-0• 1340D• 0-0-60• Secondary & Micronutrients	Herbicides/Insecticides/Fungicides from <ul style="list-style-type: none">• Agri-Solutions™• Monsanto• Dow AgroSciences™• Bayer• BASF• Dupont• Syngenta• FMC• Valent™	Corn, Soybeans, Alfalfa and Forage products from: <ul style="list-style-type: none">• Croplan® Genetics• Asgrow/Dekalb™• NK seeds®• Mycogen®• Forage First™	<ul style="list-style-type: none">• Custom application• Grid sampling• Yield card reading• Tissue testing• Crop scouting• Seed treatment

Energy

With a team of six Refined Fuel Sales Specialists and Seven Propane Sales Specialists, the Viafield Energy Team comes well equipped to serve all of your propane and refined fuel needs. Viafield has partnered with Cenex® to provide the following products to its members and customers.

PROPANE	REFINED FUEL
<ul style="list-style-type: none">• Propane for home heat, dryer gas, farm use• Contract LP program• Budget Pay program• LP white heater sales & service• LP tank purchase programs• LP tank sales and installation• LP system leak check and repair• LP equipment sales and installation• Transport delivery to farm & business <p>Contact: Cory Butikofer - Arlington - 563-419-9529 Clete Christianson - Clermont - 563-419-9651 Gus Engels - Rudd - 641-330-0936 Craig Holtz - Rudd - 641-330-7246 Matt Katcher - Marble Rock - 641-330-0942 Roger Loftsgard - Clermont - 563-419-9656 Gary O'Dell - Arlington - 563-419-9525</p>	<ul style="list-style-type: none">• Supplier of Cenex® Fieldmaster, Cenex® Roadmaster, Cenex® Wintermaster fuel• Supplier of Cenex® gasohol & unleaded gas• Supplier of Cenex® lubes (bulk oil, drums,& package)• Tankwagon delivery to entire Viafield trade territory• Transport delivery to farms & businesses• Supplier of gas & fuel to convenience stores• Farm tank sales• Petroleum equipment sales• Diesel contracting programs <p>Contact: Mike Kelsey - Rudd - 888-870-8950 Gary Butikofer - Arlington-563-419-1394 Dean Ehler - Clermont - 563-380-0515</p> <p>Joey Kuennen - Sumner - 563-380-3427 Mark Wegner - Maynard-563-419-9521</p>

Board of Directors

Rick Matt / Pres	Clermont
Ron Balek / VP	Manly
Jim Jorgensen / Sec	Rudd
Brad Brownell	Westgate
Steve Fullerton	Rockford
Jerry Jellings	Oelwein
Dennis Meyer	Northwood
Karl Benjegerdes	Manly
Rodney Shaffer	Arlington
Mike Staudt	Floyd
Jim Trainer	Northwood
Rick Willert	Rockford

Contacts

Kent Appler CEO	563-423-5293 kappler@viafield.com
Brad Foster Grain	641-420-5685 bfoster@viafield.com
Mike Harden Agronomy	641-315-2515 mharden@viafield.com
Bill Hayes Feed	563-426-5566 bhayes@viafield.com
Mike Kuboushek Energy	563-380-6156 mkuboushek@viafield.com

Elgin Mill Receives HACCP Certification

Viafield Achieves Internationally Recognized Food Safety Certification



As part of its commitment to food safety and feed quality, Viafield's feed mill in Elgin, IA, has passed an intensive certification process. HACCP (Hazard Analysis Critical Control Point) certification is a systematic, preventive approach to food safety that has long been recognized internationally as a tool for adapting traditional inspection methods to a modern, science-based, food safety system.

Developed in the 1960s by Pillsbury for the design and manufacture of food for NASA space flights, HACCP is now used to identify potential food safety hazards, so that key actions can be taken to reduce or eliminate the risks posed by those hazards. The system is used at all stages of food production and preparation processes. HACCP systems are required for meat, seafood and juice but are currently voluntary in other food/feed industries.

Why did Viafield start this system at our feed mill? Safe feed = safe food. Humans are at the top of the food chain. As a result, we're vulnerable to pathogens, drugs, and contaminants consumed by the animals we eat. We

chose the HACCP method because it goes beyond traditional "produce and test" quality control programs.

HACCP is a written food/feed safety plan that documents and describes the procedures used by our facility — receiving, production, delivery, etc. An analysis of hazards that are "known or reasonably foreseeable" was completed for Viafield's feed operation. Potential hazards included chemical (pesticides and drug residues), biological (mycotoxins), and physical (plastic and metal) hazards. Once the hazards were identified, written procedures were put in place to prevent or minimize these hazards from contaminating the feed produced at Viafield. After completing our written plan, training our employees and conducting an internal audit of how the plan was working, we contracted with SGS, the world's largest quality control and inspection company, to audit our HACCP system and verify that it is working as intended. On August 8-10, Viafield passed the SGS certification audit.

HACCP is a continual process that requires Viafield to reanalyze and update our food/feed safety plan. Our Elgin feed mill is our first facility to implement the HACCP system, and we will be evaluating when we will implement it at our other facilities in our commitment to producing safe, quality feed products for our producers.

USDA Crop Report

By FCStone and Grain Business Team Leader Brad Foster

United States Grain Carryout

	Dec	Trade Guess	Nov
Corn	0.848	0.838	0.843
Soybeans	0.230	0.213	0.195
Wheat	0.878	0.830	0.828

World Carryout (in million tonnes)

Dec 11/12	Nov 11/12	Dec 10/11	Nov 10/11
127.2	121.57	128.3	129.04
64.5	63.56	68.4	68.37
208.5	202.60	199.8	196.13

The USDA report was bearish with actual numbers above the trade guesses, but nothing shocking. World carryout was higher across the board as well. A close above \$5.86 ½ on Dec corn on December 13 and above \$11.35 ¾ Jan beans would make two consecutive weekly higher closes. That is one step to forming a bottom. Forecasts are calling for more rain for the Southern Plains as I am writing this the week of December 13. The drought is far from over but recent rains are encouraging.

Market Observations

After a better start in the overnight markets, grain prices fell early December 13 as the problems in Europe continue to overshadow the commodity markets. The Western Corn Belt will enjoy above normal temps and precipitation early this week. The Eastern states continue in a rainy pattern, frustrating harvest progress, particularly in Ohio. Recent rain in most of western Europe has lowered concerns about drought and grain crops are now less fragile going into the winter season. The USDA crop

report was decidedly bearish December 9 with increased carryout in corn, wheat and beans – both domestically and internationally. In reviewing the world numbers, it appears most places in the world had decent weather to increase production. This year proves we need to watch global production as our weather problems were not serious enough to reduce total world production.

Weekly Export Inspections

In million bushels

Week Ending	Corn	Soybeans	Wheat
10/06/11	32.00	23.4	12.6
10/13/11	21.2	45.3	16.5
10/20/11	29.7	43.9	17.5
10/27/11	31.1	49.6	20.8
11/03/11	23.8	49.2	13.7
11/10/11	35.4	54.1	14.9
11/17/11	37.6	40.9	13.7
11/24/11	36.1	41.8	16.5
12/01/11	38.9	32.0	14.6
12/08/11	35.7	29.7	16.5

10 Week Avg

32.2	41.0	15.7
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Trade Estimates 28.0 to 35.0 35.0 to 40.0 14.0 to 20.0

Export Inspections Recap

In million bushels

	This week	Last week	Current Market Year to Date	Previous Market Year to Date	Current USDA Estimate
Corn	35.7	38.9	436.7	480.8	1600
Soybeans	29.7	32.0	458.9	686.8	1300
Wheat	16.5	14.6	550.1	594.8	925

	Corn	Soybeans	Wheat
Average Weekly Exports Year to Date	29.1	30.6	20.4
Weekly Avg Need to Reach USDA Est.	30.6	22.1	14.4
Weeks Remaining in Marketing Year	38	38	26

Export Inspections: Top Destinations by Country

in million bushels

Corn		Soybeans		Wheat	
1. Japan	12.80	1. China	19.87	1. China	4.21
2. Mexico	6.25	2. Japan	3.60	2. Korea	2.72
3. China	4.87	3. Mexico	2.98	3. Israel	1.84

Want to Give a Shout-Out to Someone Doing Good?

Viafield is proud to support the Cenex Tanks of Thanks promotion kicking off January 1, 2012.

No other energy brand is closer to its customers than Cenex®. Our new corporate marketing campaign, "We're with You,™" is based on the fact that we're proud to be locally owned and in touch with what's going on in our neighborhood. We're honored to be part of this community, and we will continue to serve you with the same level of excellence you've come to expect.

To show our commitment to the communities of which we're a part, we're launching Tanks of Thanks™ – a new initiative that celebrates all the good deeds being done by our friends and neighbors in the area. What better way to say thanks than with free fuel from your local retail location? That's why we're rewarding people who go above and beyond in the community. Viafield customers can nominate someone for acts of kindness they've

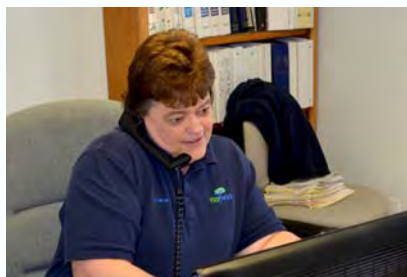
done, both big and small, at tanksofthanks.com. Each month 12 nominees will be chosen to receive a \$50 Cenex gift card

Viafield is proud to carry the Cenex brand. From offering top quality products to providing trusted knowledge and helpful customer service, you can count on Viafield and Cenex to be there for you. For more information or to nominate someone for a Tanks of Thanks reward, visit tanksofthanks.com.



Holiday Greetings from Team Viafield

What's Your Favorite Holiday and Why?



Christmas - I love the lights and spending time with family.
Darlene Wilkes - Northwood



Christmas - My family comes home and I get to see my grandchildren, children, nieces and nephews.
John Julseth (JJ) - Northwood



Memorial Day - It's a time to honor veterans who have sacrificed for our freedom.
Art Messler - Valley Hardware

Thanksgiving - It's a time to reflect and be with family and friends to say thanks.

*Scott Strempe - Sumner
(On Left in Picture)*



Valentine's Day - It's that special day when you can say thank you to your sweetheart who puts up with you all year.

*Wendall Kueker (Squeak) - Sumner
(On Right in Picture)*



New Year's Day - It marks the beginning of a new year and a chance to start fresh.

*Darwin Tabbert -
London, Minnesota*



Christmas - I've been deployed twice and I'm so grateful I get to spend this Christmas at home with my family.

Aaron Woltzen (A & W) - Rudd

ColdFront is Here

New milk replacer helps calves in cold weather



When it's cold outside, calves need more dietary energy just to maintain their body condition – not to mention continuing to grow and thrive. We've talked about this for years, and now we have a milk replacer specifically for calves in cold weather.

Cow's Match® milk replacer is now available in a winter formula to provide full potential nutrition to dairy calves AND help them face challenges associated with colder weather. Cow's Match ColdFront™ was developed by Land O'Lakes to deliver optimal nutrition to help during times of cold stress – whenever the

temperature falls below 60 degrees for calves less than three weeks and 42 degrees for calves older than 21 days.

You can go to our website, www.viafield.com, to learn how it provides energy while balancing fats and carbohydrates and the benefits of L-Carnitine. Suffice it to say that it delivers what calves need in cold weather, increasing average daily gain by 7.3% in eight trials* and 9.7% in the trials run in colder months. Give one of our nutritionists a call to learn how ColdFront can help your calves weather the cold.

*Land O'Lakes Animal Farm Research Studies CT-06-05, CT-04-10 and CT-08-11. Because of factors outside of Land O'Lakes' and Viafield's control, results to be obtained cannot be predicted or guaranteed by Land O'Lakes or Viafield.

Cold Stress Management

- Energy requirement for maintenance increases 1% for every degree below 60 for calves under three weeks old. At an average daily temperature of 30 degrees, a calf will need 30% more energy just for maintenance, let alone growth.
- Adding a 3rd milk replacer feeding later in the evening will provide more nutrients, help warm calves, and increase their fluid intake. Feeding them later in the evening will provide adequate energy during the cold nights.
- Warm water should be provided at least twice a day and removed before freezing in cold weather.
- Cold stressed calves are more susceptible to diseases such as naval infections, calf scours and pneumonia. Work with your veterinarian to identify early symptoms and determine treatment protocols.
- Provide a deep bed of straw (about 5-6") for the calves to nestle in to preserve body heat. If the calf's legs are completely hidden while she's lying down, the bedding is deep enough.
- Calf jackets or blankets can also be used to keep calves warm and dry.
- Proper ventilation means exchanging dirty inside air with fresh air, especially at calf level. Without proper ventilation, excess moisture and ammonia build up, causing respiratory problems and permanent lung damage.



PO Box 38
Marble Rock, Ia 50653



Connections

December 2011 Issue

In this Issue

- Viafield Receives HACCP Certification
- USDA Report Grain Comments
- Cenex Tanks of Thanks Info
- ColdFront is Here
- What's Your Favorite Holiday?

***Look inside for
more information!***

Holiday Hours

In observance of the Christmas Holiday

We will be CLOSED Monday, Dec. 26 Open for Business
on Tuesday, Dec. 27

In observance of the New Year's Holiday

We will be CLOSED Monday, Jan. 2
Open for Business on Tuesday, Jan. 3

www.viafield.com

Viafield Energy

LP Service Charges-Effective 1-3-2012

Will Call – requires a 72 hour or tank reading of 20-30% or the following charges apply:

1. Same day LP Delivery (regular Hours) - \$50
2. Out of gas & leak check - \$50
3. Weekend & after hours delivery - \$100

Charges could be up to \$200 per drop for example: if they want gas delivered on Saturday because they are out, than all 3 charges will be applied.

Minimum delivery will be 200 gallons. Anything less than 200 gallons, a \$25 fee will automatically be applied.

LP Tank Blast & Painting Charges

Prices subject to change at anytime

1. Customer Owned Tanks
1000 Gallon Tank \$250.00
500 Gallon Tank \$200.00
(Includes sand blast, primer & paint)

New LP Customers

Before the first fill can be delivered, a leak/pressure test must be performed. The first test will be waived unless parts/labor fees are necessary.



Spring 2012 Refined Fuel Contract Guidelines

1. Spring refined fuel contract gallons are to be delivered
April 1, to June 30th
2. All refined fuel contracts must be signed and entered in
the Oakland System to be valid.
3. Contract gallons will be automatically treated as
Keep Full.
4. Contract gallons are not eligible for volume discounts
5. Prepaid cash discount on Refined Fuel Contracts is
\$.05 / gallon if paid in September 30
\$. 04 / gallon if paid in November 30
\$. 03 / gallon if paid in January 31
\$.02 / gallon if paid in March 31
6. Call for max price option cost



LP Service Work Order

Date: _____

Customer Name: _____

Item #	Product / Description	Quantity
	LP Service Work Hours	



Lease to Own Agreement

This lease to own agreement is between Viafield (a cooperative) and _____
(hereafter the customer) of _____, Iowa

Viafield (a cooperative) agrees to provide the customer with a _____ gallon refined
fuel tank complete with pump and related accessories.

The customer agrees to make 12 monthly payments of \$_____ beginning_____

After the 12 monthly payments have been made the tank, pump and accessories will become
the property of the customer.

Dated: _____

Agreed to by:

Viafield Team Member

Home Heat Furnace Fuel Contract

Account Name _____

Account No. _____

It is agreed between _____ of _____ Buyer, and
Viafield (a cooperative) of Marble Rock, Iowa. Seller as follows:

I have agreed to purchase and take delivery of _____ gallons of home heat furnace fuel from Viafield between September 1st, 2011 and April 30th, 2012. This fuel will be used for home heat purposes only. This furnace fuel will be priced at _____ per gallon until April 30th, 2012.

This contract will only be for the use of the customer signing the contract and will not be transferable to anyone else. **If your account is not current, you will be taken off our keep full program, put on a cash basis** on all deliveries, price guarantee will become null and void, and a buyout penalty will be imposed.

Please choose one of the following:

☐ **Booked**

Booked furnace fuel requires a \$.10 per gallon non-refundable deposit to be paid at time of contract.
The balance will be billed at time of delivery.

☐ **Budget**

Monthly payment amount _____

Furnace fuel + sales tax will be divided into ten payments. Payments will be from September 1 through June 15.

If you want to be put on our Keep Full Program - Please Check Box ☐

If you want to be put on our Summer Fill Program - Please Check Box ☐

All contracts will run from September 1st, 2011 thru April 30th, 2012.

Any customer that is not current with their account at the coop will be put on a cash basis and charged the current furnace fuel price at that time or this contract price, whichever is higher.

Same day deliveries for non keep full customers will be charged \$50.00 for a trip fee.

Any unused gallons of **booked** furnace fuel remaining as of April 30th, 2012, will be forfeited by the buyer (deposit will not be refunded).

Any tax license fee, inspection fee, or other charge imposed by any governmental authority or other agency on or measure by gross receipts from, the furnace fuel herein sold, or on the production, manufacture, transportation, sale, use, delivery, or other handling of such furnace fuel, shall be added to the price hereinafter specified and shall be paid by customer to company, if such tax fee, or charge is required to be, or is paid by company. Customer agrees to pay freight differential (if any) for furnace fuel pulled from any other pipeline terminal if circumstances make it impossible to pull furnace fuel from designated pipeline terminals.

If seller is unable to deliver fuel due to government regulations, fuel shortages, strikes, or any other cause reasonably beyond seller's control, seller shall not be responsible to buyer for such failure to deliver.

In the event buyer fails to take delivery during the time period stated in this contract. Viafield reserves the right to charge the buyer for the difference between the contract price and the market price (if the market price is lower than the contract price) on remaining undelivered gallons on the last normal business day of this contract. **This option will only go into effect if the buyer does not purchase 100% of their furnace fuel needs from the cooperative.**

To authorize this contract the buyer must sign and return this document within 5 days of the date below.

Dated this _____ day of _____ .20____.

Buyer



Viafield (Seller)

By: _____

Propane Gas System Check

Account Number _____ Invoice Number _____
 Name _____ Viafield Location _____
 Address _____ Call Taken By _____
 City _____ State _____ Zip _____ Telephone (Work) _____ (Home) _____

Container Check

Size	Serial #	Manufacture	Requalification Date (Cylinder Only)	Location	Container Condition	Relief Value	Fittings Leak Check

Pressure Test (If Applicable)

Start Pressure	End Pressure	Time Held	Pressure Held	Y N
			Work Order	Y N

Piping Check

Materials	Size	Cover/Protection

System Leak Check

Start Pressure	End Pressure	Time Held	Pressure Held	Y N
			Work Order	Y N

Regulator Check

Type	Manufacturer	Date/Model	Vent Position/Protection	Flow Pressure	Lock-Up Pressure

Item(s) Taken Out Of Service Plus All Comments

Safety Information Supplied: _____

Comments Please note all repairs and corrections made along with any recommended actions.

Dated this _____ day of _____, 20____.

Buyer



Viafield (Technician)

By: _____

Fall Diesel Sales Contract

Account Name _____

Account No. _____

It is agreed between _____ of _____ Buyer, and
Viafield (a cooperative) of Marble Rock, Iowa. Seller as follows:

Fixed Price

The buyer agrees to buy _____ gallons of _____ Diesel for delivery between September 1, 2012 and November 30, 2012. The purchase price for the products is \$ _____ per gallon. The buyer agrees to pay the purchase price subject to the normal credit terms of the seller. The product will be billed at the time of delivery. If buyer fails to take all contracted product hereunder by November 30, 2012, the unused gallons will be billed to your account. The contract does NOT provide protection against price declines.

Maximum Price

The buyer agrees to buy _____ gallons of _____ Diesel for delivery between September 1, 2012 and November 30, 2012. The MAXIMUM price for the product will be \$ _____ per gallon. Actual billing price will be the lower of either the Maximum set price or the spot delivery price. The buyer agrees to pay herewith a \$ _____ per gallon "option cost" (non-refundable fee for cost of option). The buyer agrees to pay the purchase price within normal credit terms of the seller.

Applicable federal and state taxes will be added for delivery of Clear Diesel.

Viafield (a cooperative) reserves the right to VOID this contract for any account that does not pay according to the normal Viafield credit policy. All contracts will be delivered on a "Route Delivery" basis as scheduled by Viafield. The buyer agrees that all deliveries of product made after inception of this contract shall apply toward this contract first. Any products purchased or delivered to the buyer in excess of the agreed gallons will be billed at the Seller's posted retail price and date of delivery.

The buyer agrees that this contract does not guarantee supply of product. In the event there is a lack of supply caused by: transportation strikes, pipeline shortage or breakdowns, quotas set by the government agencies or actions of foreign or local governments and associations, or other such cause. The buyer agrees not to hold seller responsible therefore.

Seller reserves the right to adjust the contract price to reflect increases caused by new governmental legislation, increased or additional taxes, or other causes beyond the control of the seller.

To authorize this contract the buyer must sign and return this document within 5 days of the date below.

Dated this _____ day of _____, 20____.

Buyer

Viafield (Seller)



By: _____

Customer Service Manual

About Viafield Energy

The Viafield Energy Team combines the forces of the former Northeast Iowa Co-op's and North Iowa Energy's refined fuel and propane departments.

Working together as one team, our staff of six Refined Fuel Sales Specialists and seven Propane Sales Specialists will serve your propane gas, diesel fuel, gasoline, oil and lubrication needs for your farm, home and business. And our transport fleet ensures we have an adequate supply of fuels and propane in our tanks, so we can meet your energy needs when and where it's convenient for you. For more information on the Energy Team please contact:

Mike Kuboushek – Energy Business Team Leader

Refined Fuel Team

Brad Halverson **Refined Fuel Operations Leader** - 800-632-5903 – Maynard
Gary Butikofer **Refined Fuel Sales Specialist** - 563-419-1394 - Arlington
Dean Ehler **Refined Fuel Sales Specialist** - 563-380-0515 - Clermont
Mike Kelsey **Refined Fuel Sales Specialist** - 641-330-0899 - Rudd
Richard Koenigsfeld **Refined Fuel Sales Specialist** - 641-330-0795 - Marble Rock
Joey Kuennen **Refined Fuel Sales Specialist** - 563-380-3427 - Sumner
Mark Wegner **Refined Fuel Sales Specialist** - 563-419-9521 - Maynard

The Propane Team

Mike Kelsey **Propane Operations Leader** - 888-870-8950 - Rudd
Cory Butikofer **Propane Sales Specialist** - 563-419-9529 - Arlington
Clete Christianson **Propane Sales Specialist** - 563-419-9651 - Clermont
Gus Engels **Propane Sales Specialist** - 641-330-0936 - Rudd
Craig Holtz **Propane Sales Specialist** - 641-330-7246 - Rudd
Matt Katcher **Propane Sales Specialist** - 641-330-0942 - Marble Rock
Roger Loftsgard **Propane Sales Specialist** - 563-419-9656 - Clermont
Gary O'Dell **Propane Sales Specialist** - 563-419-9525 - Arlington

Customer/Tenant Certification

Disclaimer

This inspection covers propane/LP-gas items and equipment visible and accessible to the service technician and represents the conditions existing on the date of inspection. It does not cover latent or manufacturing defects, the internal working of sealed equipment, or structural components, and cannot be construed to cover future or unforeseen happenings.

I, _____, acknowledge that the individual performing the GAS System Check informed me of the GAS System Check procedure and the outcome of the inspection; what was covered by the inspection and what was not covered; what repairs and/or alterations, if any, were made to the gas system or appliances; and options available for making recommended changes to my gas system.

I further acknowledge, by initialing each of the following items, that:

_____ I have informed the individual performing the GAS System Check of all gas burning appliances and gas lines on my property.

_____ I have been told what to do if I smell a gas odor or otherwise suspect a gas leak and have been shown how to turn the gas off at the tank.

_____ I have smelled the propane gas and can detect its odor.

_____ I have been told that the odorant giving propane its distinctive smell can fade or diminish in intensity. In addition, I have been told that certain physical limitations or conditions might prevent me from smelling a gas leak.

_____ I have been told to consider installing one or more propane gas detectors listed by Underwriters Laboratories as an additional measure of security.

_____ I have received customer safety information and been told to read it and share it with all family members.

_____ I am satisfied with the service work performed.

I HAVE READ AND FULLY UNDERSTAND THIS CERTIFICATION.

Dated this _____ day of _____, 20____.

Buyer



Viafield (Technician)

By: _____



Clear Diesel Contract

Account Name _____

Account No. _____

It is agreed between _____ of _____ Buyer, and

Viafield (a cooperative) of Marble Rock, Iowa. Seller as follows:

I have agreed to purchase and take delivery of _____ gallons of Cenex Roadmaster from Viafield between _____, 2011 and _____, 2011. I understand that this diesel will be priced at _____ per gallon taxes included.

This contract will only be for the use of the customer signing the contract and will not be transferable to anyone else. **If payment terms are not met as required, future deliveries and price guarantee will become null and void.**

To authorize this contract the buyer must sign and return this document within 5 days of the date below.

Dated this _____ day of _____, 20____.

Buyer

Viafield (Seller)

By: _____

Customer Service Manual

About Viafield Feed

Whether you have dairy, beef, swine or poultry, the Viafield Feed Team can help you develop a feeding program to meet your growth and production goals. Working with you on your farm, our six nutritionists can help you with ration formulation, benchmarking and improving feed efficiency.

Our three feed mills - conveniently located in Elgin, Maynard, and Rudd - make us one of the largest feed manufacturers in Iowa. Through our partnership with Land O'Lakes Purina Feed, we provide research-proven and field tested feed technologies in both custom feeds and standard products.

In addition to livestock feed, Viafield can meet the nutritional needs of almost any animal you raise or feed, including horses, cats, dogs, rabbits, poultry and goats.

Viafield also carries some Kent feeds at our Arlington, Maynard and Sumner locations; Hormel feeds at Northwood; and Hubbard feeds at Rudd.

Viafield Feed: Delivering on the Viafield Promise with local mills supported by the world's most advanced animal nutrition research.

Lynn Bluer – Dairy Production Specialist – 563-650-1983

Matt Pearson – Livestock Production Specialist - 641-832-0232

Mike Kirby – Beef Production Specialist - 563-419-9522

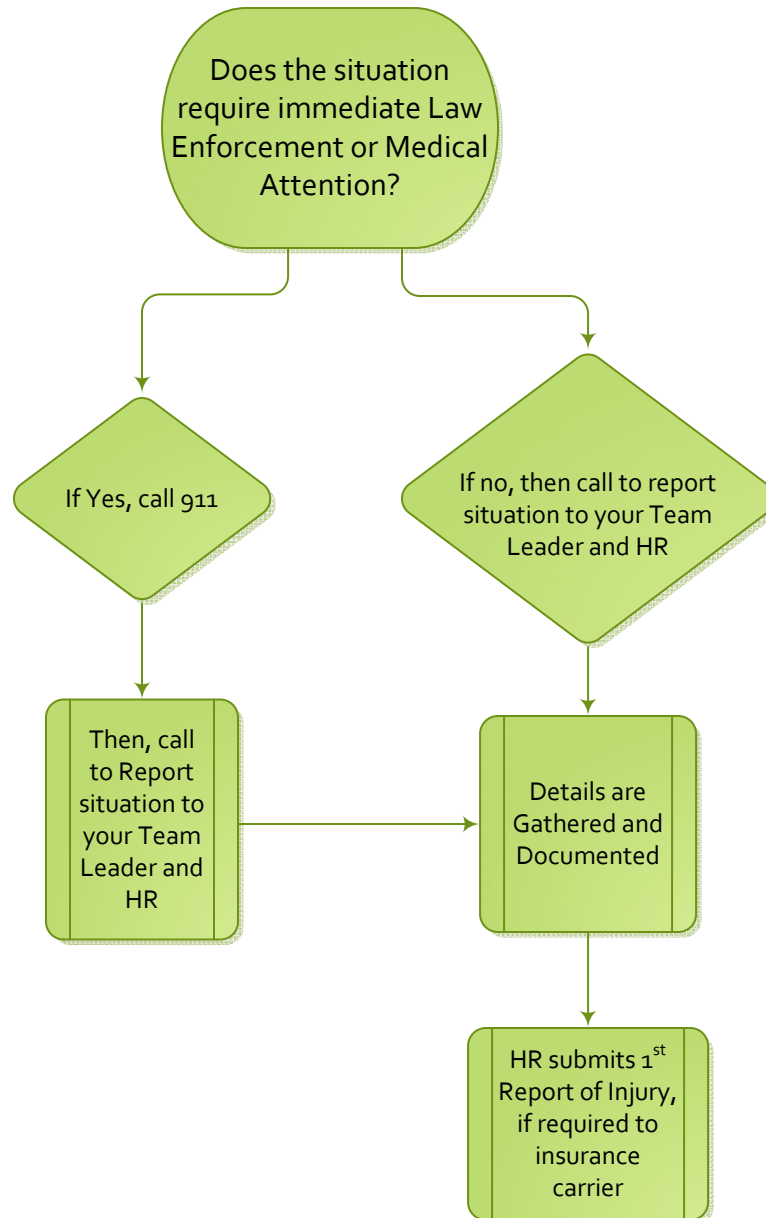
Dan Franzen – Dairy Production Specialist - 563-380-7473

Jerry Cole – Swine Production Specialist - 563-920-7481

Steve Woods – Swine Production Specialist - 563-380-4379

Viafield

Injury or Near Miss Procedure



Viafield Web Store

Tips for Shopping and Using Coupons

- Your buyer ID and password are case sensitive.
- After logging into the web store, you will see a Select/Modify Shipping page.
 - o Select your shipping location from the drop down menu and hit the Tab key. Your selection should fill in the address information automatically.
 - o Type your first and last name in the Attention area.
 - o Click the Update Shipping Information button to begin shopping.
- Coupons used in the shopping cart will only allow balances of \geq zero.
Any unused portion of a coupon will be transferred to a new coupon created by system.
- Once on the credit card page, there is another drop down for coupons.
WARNING! You may need to scroll down a bit to see it.
- On the credit card page the sales tax is added.
At that time, additional coupons may be used to pay the sales tax.
- Once the order balance is $<$ \$0, the credit card information will no longer be needed and the entry area is blanked out.
- If your balance after using all of your coupons is $>$ \$0, you must enter a valid credit card number and billing information in order to submit your order.
- You may go back and edit your order by clicking Edit Order at the lower left of the credit card page.
- Once back in the web store, you can
 - o Do more shopping and add more items to your order
 - o Click on Shopping Cart to make changes there
 - o Click on Check Out Items on the shopping cart page to go back to the credit card page
- When you are finished shopping, adding coupons and completing the credit card information, if necessary, click Submit Order.
- You will see an order confirmation that you may print for your records if you wish.
- **IMPORTANT NOTE**

If you decide NOT to place an order, please edit the order on the **shopping cart page** and delete any coupons that were used. To delete a coupon order line, click the red X at the right of the order line. This will unlock your coupon. Once any coupons have been deleted, delete the order by clicking Delete Order which is just above your coupon drop down.



How to Obtain Your Paycheck Online

Team Member Name: _____

Username: _____ Password: _____

Welcome to Honkamp Krueger online check viewing. Please read the following information regarding the use and features of the check viewer.

Viewing

- Website: <https://iis.honkamp.com/>
- Click on the triangle to the left of the date you wish to view, then click on the employee name.
- Once the check has displayed, you may click on the Print, Save or Email icons to execute those functions.

Security Features

- Encrypted data transmission
- Site identity verification
- Automatic logout

Security Best Practices

- Change your password at regular intervals
- Clear your browser after each use: delete history files, caches, cookies, URL, and temporary internet files.
- Browser settings to prevent personal information from remaining on the pc.

Internet Explorer (Version 6 or Higher)

- Select Tools -> Internet Options.
- General Tab: Under the Temporary Internet Files (or Browsing History in IE 7 and above) section, click Settings. Under the section **Check for newer versions of stored pages**, select the **Every time I visit the webpage** option.
- Security Tab: Under the **Security level for this zone** section, click **Custom Level**. Scroll to the **Scripting** section and make sure the **Active scripting** option is set to **Enable**.
- Privacy Tab: Under the **Settings** section, click **Advanced**. Make sure the **Override automatic cookie handling** check box is **not selected**.
- Advanced Tab, apply the following settings;
- Browsing: select the **Enable page transitions** option.
- HTTP 1.1 Settings: **select the Use HTTP 1.1 through proxy connection & Use HTTP 1.1 options**.
- Security: select the **Do not save encrypted pages to disk, Empty Temporary Internet Files Folder when browser is closed, USE SSL 3.0 and Use SSL 2.0 options**.

Firefox (Version 3)

- Select Tools -> Options
- Select the **Privacy Panel**, then the **Private Data** section:
- **Check the Always clear my private data when I close Firefox** option
- **Uncheck the Ask me before clearing private data** option
- Click the **Settings**



Welcome...
*to your online
employee benefits manual*

[Welcome](#)

[Medical](#)

[Dental](#)

[Vision](#)

[Life Insurance](#)

[Disability Insurance](#)

[Section 125](#)

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Your benefits-portal provides easy access 24/7 to your employee benefit information. Think of the benefits-portal as an electronic file cabinet containing items such as:

- Benefit Outlines
- Benefit Booklets
- Eligibility detail (employee & dependents)
- Forms (enrollment, change, etc.)
- Links to insurance company web sites

When you need to familiarize yourself with your benefit plans, use the benefits-portal. You can find answers to questions such as:

- What is your health insurance deductible?
- What is your office visit or prescription drug copayment?
- Is there a generic version of your prescription drug?
- What physicians are included in your health plan's network?

Log in now using the following web address and log in details:

<http://viafield.benefits-portal.com>

USERNAME: viafield

PASSWORD: benefits